

2009 NCBC Key Note Speakers

Create Magic.....

"Creating Magic" 10 Common Sense Leadership Strategies From A Life at Disney - Lee Cockerell, Executive Vice President, Walt Disney World Resort (Retired)

The secret for creating “magic” in our careers, our organizations, and in our lives is simple. Outstanding leadership: the kind that inspires employees, delights customers, and achieves extraordinary business results. Running the operations of the number one vacation destination takes some pretty strong leadership. That’s why Lee Cockerell, the man who ran *Walt Disney World*® Resort operations for over a decade, joins us as our opening day speaker to offer how these leadership strategies worked for thousands of Walt Disney World employees and can work for everyone at the United States Bankruptcy Courts.

.....and Shoot For the Stars

"Countdown to Teamwork" - Colonel Mike Mullane, Shuttle Astronaut (Retired)

Our closing speaker takes us where only a few have gone - space. Colonel Mike Mullane offers real life examples as a Mission Specialist aboard the Space Shuttles Discovery and Atlantis to illustrate his lessons for successful teamwork. Teams achieve greatness when they practice these fundamentals of teamwork: guarding against a “normalization of deviance”, responsibility, trust, courageous self-leadership, and courageous team leadership.

Countdown to Teamwork is an inspirational program that will renew your sense of potential and potential of your team.

2009 NCBC Breakout Classes

Applying Basic Economic Concepts in Making Decisions.

Stephanie Briscoe – Federal Judicial Center

Splash into the world of economic thinking and ride the tide to fill-up on tools to help you analyze situations and make informed decisions. Participants will have the opportunity to identify and practice applying basic economic concepts such as "opportunity cost," "externalities," "prisoner's dilemma," and "present and future value." This session assumes participants have no previous knowledge of economics and will make working with these concepts fun and interactive.

BAPCPA - 1295 Days Later

Honorable Gregg Zive – NV and President of the National Conference of Bankruptcy Judges

Representative from the AO – AO BCAD

Jim Waldron – Clerk of Court New Jersey

Paul Warren – Clerk of Court New York Western

Eva Roeber – Chief Deputy Nebraska

Before the effective date in 2005, the courts, Judicial Conference committees and the Administrative Office did their best to anticipate the processes that would be impacted with the implementation of the Bankruptcy Abuse and Consumer Protection Act of 2005. Now that there are written decisions, adopted national rules, and procedures to process BAPCPA cases find out what really happened compared to what we thought would happen. Who is doing what differently and why? Who's right, who's wrong...Can't we all do it the same way? Why not? With Congress looking to make further changes in the Bankruptcy Code, the panel will also offer insight into any Congressional actions that may be completed by the conference.

Comparing Leadership and Management Styles of James T. Kirk and Jean Luc Picard (Star Trek)

Bob Fagan & Judy Roberts – Bob Fagan and Associates

(Open to all attendees - MSU credit for Leadership)

“To explore new worlds and civilizations. To boldly go where....” It is safe to say that, while both were highly successful captains of the U.S.S. Enterprise, James T. Kirk and Jean Luc Picard conducted their business very differently. Participants will explore the differences in leadership styles of these fictitious characters, including dealing with change and crisis, and reliance on their crew members’ skills. The characters may be fictitious, but the situations are relevant.

Courageously Leading and Following with Your Strengths

Bob Fagan & Judy Roberts – Bob Fagan and Associates

What do you excel at? What are your top strengths? Do you use these strengths everyday? Whether you are a leader or a follower, how do you give others important information they may not want to hear? Where does your courage come from?

These are just a few of the questions we will be exploring in this highly interactive and fun session. Since self-knowledge is the cornerstone of effective leadership, this program will explore how our talents, strengths, and courage can help us become more active contributors to our work units. In our world today, we often play the role of follower more than that of leader. But what type of follower are we?

Participants are encouraged to purchase and complete the Gallup "StrengthsFinder2.0" book and complete the exercise prior to attending this presentation. Or you may purchase the newer Gallop book, "Strengths Based Leadership," by Rath and Conchie. If you have already taken [StrengthsFinder2.0](#), you can log onto the website using the new code in this leadership book. You do not need to retake the assessment but you can follow the instructions to receive the new leadership guide based on your existing results. Cost of either book is approximately \$15-18. Both books contain a code which allows the reader to take the exercise online which generates a personalized report. Faculty will be in touch with you after registration is completed.

Special note: This is a 3 hour workshop. Participants are best served by attending the entire workshop, however it is not required

Creating a Great Place to Work

Marilyn Vernon – Federal Judicial Center
(Open to all attendees - MSU credit for leadership)

Are your employees willing to go the extra mile and contribute to the court's success? Whether you are in a current leadership position or have an interest in developing leadership skills, here is the workshop for you. Using a self-assessment and research gathered by Gallup and the Q12 instrument, learn how leaders can engage and influence employee performance.

CSRS/CSRS Offset Retirement Planning

Phyllis Conary – Gallagher Benefit Services

Abbreviated course highlighting federal retirement basics including retirement eligibility, annuity computation formulas, and how Social Security benefits relate to federal annuities. The requirements for continuing benefits such as health and life insurances into retirement will also be discussed. Each participant will receive a printed review of information covered:

- CSRS Annuities
- CSRS Offset Rules
- Impact of Deposits on Retirement Annuities
- Social Security
- Windfall Elimination Provision
- Government Pension Offset
- TSP Withdrawal Option Overview
- Insurance Benefits in Retirement

Please bring a current Social Security statement and a document that shows your FEGLI coverage, such as a current personnel action form or an earnings statement, with you to this workshop.

Eve of Destruction – Why Bad Things Happen to Good Bands

George Prentice – Clerk of Court Texas Western

Welcome to the Jungle - Explore the dynamics of why some of the most famous and critically acclaimed bands in rock history broke up and how those dynamics can impact the teams in your organization as well. Your jungle might not be much different than the one that tangled up Guns N' Roses. Are you willing to help the group stay together in the face of adversity and strife, or do you distance yourself from the other members? Identify the breaking points for band members who think they just can't take it anymore. Do you ask yourself, "Should I Stay or Should I Go?" Celebrate the talent and achievements of solo artists and learn why some people just work better on their own. You just might be the office version of Eric Clapton.

Exit Stage Left with a Wave: Exploring Your Inner Comic to Become a Better Presenter

Richard Marshall – Federal Judicial Center

This course will examine what court personnel who must do presentations, from clerk's office briefings to court staff training courses to jury orientations, can learn from the techniques and practices of standup comedy. Students will learn the importance of knowing the audience, identifying their own comic styles, owning a room, spotting and dealing with hecklers, timing, preparing their routine, practicing, exuding confidence, and the risks and reward of using humor.

FERS Retirement planning

Phyllis Conary – Gallagher Benefit Services

Abbreviated course highlighting federal retirement basics including retirement eligibility, annuity computation formulas, and how Social Security benefits relate to federal annuities. The requirements for continuing benefits such as health and life insurances into retirement will also be discussed. Each participant will receive a printed review of information covered:

- FERS - A Three-Part Retirement Plan
- Annuities & Annuity Supplement
- Impact of Deposits on Retirement Eligibility
- Social Security
- TSP Withdrawal Option Overview
- Insurance Benefits in Retirement

Please bring a current Social Security statement and a document that shows your FEGLI coverage, such as a current personnel action form or an earnings statement, with you to this workshop.

Financial Planning in Today's Economy

John Wahlers – Gallagher Benefit Services

Short course encouraging employees to evaluate and take control of their finances. Presentation will include a discussion of TSP growth and risk allocations and planning for retirement amid economic turmoil:

- Thrift Savings Plan Allocation
- Take Control of Your Finances – What should I do now?
- Retirement Saving Strategies

From Deckhand to Captain: Leading Your Former Peers

Richard Marshall – Federal Judicial Center

Making the leap from peer to boss is never easy, for all parties involved. In addition to dramatic change, new managers frequently struggle to balance their former coworker relationships with their new management responsibilities. This session is designed to help participants make a successful transition from "coworker" to "manager" or "supervisor," as well as help their peers understand the new dynamics of their relationship. The course will examine the issues, problems, and yes, opportunities, inherent in promotion from within situations. We will discuss strategies and techniques that will help new supervisors and supervisees navigate their changing relationships and prepare, through real-life scenarios, for the difficult situations they may encounter. Participants will discuss 1) accepting the responsibilities of their new role, as well as understanding their former peer's new position; 2) how to set and follow clear boundaries; 3) the value of honest communication; 4) the importance of taking thoughtful and strategic action; 5) where to turn to for help; 6) the positives of managing and being managed by a former peer; and, 7) the special problems and advantages of close friendships.

Human Resources Management

*Terry Curry –Associate Provost and Assistant Vice President for Academic Human Resources,
Professor of Human Resources Management
(Open to all attendees - MSU credit for Human Resources)*

People are still the critical element in the success of any court. Courts need good people, people who are competent, up-to-date, professional, ethical, and committed. For court leaders to manage and improve its human resources, they must understand the fundamentals. When court leaders understand what their employees do, they can oversee the evaluation of the actual against desired performance. This helps courts structure jobs, departments, and workflow; develop job descriptions, design recruitment and selections procedures; evaluate positions to ensure equitable compensation' and organize performance management systems. Whether you are a current or future leader, HR professional, or clerk's office staff member looking to expand your knowledge base here is a unique learning opportunity.

Mysteries of the Bankruptcy Noticing Center

*Representative from the AO – AO BCAD
Joe Speetjens – Bankruptcy Noticing Center*

What happens after you queue up those notices and send them to the BNC? What exactly is EBN or the NCRS? Who is that guy that signs every BNC Certificate of Notice in every case? Staff from BAE Systems and AO will present an insider's look at the operations and administration of the Bankruptcy Noticing Center and how 140 million notices per year are processed on behalf of the Bankruptcy Courts. Attendees will also get the scoop on some great new contract features that are in the works. Bring your questions and suggestions.

Navigating the Code of Conduct for Judicial Employees

*Fran Toler – Federal Judicial Center
Representative from the AO – AO Office of the General Counsel*

Court staff encounter situations raising ethical issues everyday during the performance of their duties. The challenge is to recognize them and determine how to respond to them using the Code of Conduct.

This session provides a review of the Code and the opportunity to discuss real life scenarios to which it applies. This session contains highlights from the FJC's updated workshop, Introducing the Code of Conduct for Judicial Employees.

New Performance Management Program for Court Staff

*Joy Richardson – Federal Judicial Center
Representative from the AO – AO OHR*

Learn about the new Judicial Conference Policies, Performance Management Guidelines, and the time frames for these changes. Learn what your role is and how you can prepare yourself for these changes.

New Performance Management program for HR Professionals, Supervisors, Managers and CUEs

*Joy Richardson – Federal Judicial Center
Representative from the AO – AO OHR
Ken Gardner – Clerk of Court Illinois Northern*

How prepared are you to transition to the Judiciary's new Performance Management program? Do you understand your role in the new program? Be sure you know the key decisions to make and share ideas with other court leaders.

Next Generation CM/ECF

Representative from the AO – AO BCAD

Dana McWay – Clerk of Court Missouri Eastern

John Horner – Clerk of Court Pennsylvania Western

Barry Lander – Clerk of Court California Southern

The future of CM/ECF...will it be a new system built from scratch or a heavily remodeled version of the current CM/ECF? Hear directly from members of the project team as the Judiciary looks at the state of its case management/electronic case files system following the tenth anniversary of live operations. The NCBC Conference is perfectly timed as the first round of comments in response to the draft clerk's office requirements will have just concluded and the Clerk's Office Functional Requirements Group will have had a chance to draw some preliminary conclusions from the feedback received from the courts.

Next Generation of the DCN

Representative from the AO –AO Information Technology

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Internet and intranet access all ride the DCN (the data communications network). In the ever-changing world of technology, new uses are developing (streaming video, IP telephones) that would stretch the current DCN to the breaking point. This has led the Judiciary to develop the next generation of the DCN. Clay Michaels from the AO shares the technology for the next generation of the Judiciary's DCN. Topics include IP MPLS, IPversion6 and Quality of service, and what courts need to do to prepare for the change including court wiring needs. A court that has done the switch will discuss the change from their point of view.

Purposes and Responsibilities of the Courts

Andrea Henson-Armstrong – Federal Judicial Center

(Open to all attendees - MSU credit for Purposes and Responsibilities)

Explore the reasons why courts exist in all societies and the particular reasons for the nature of the American justice system. The course will begin with an examination of the historical roots of our justice system, the basic values underlying the justice system and how these values are expressed in court structure and procedures. Participants will assess their ability to keep the justice system effective and accountable to the public it serves while examining the challenge to become court leaders in a collaborative environment. Through presentations, readings and interactive participation, students will learn about the perpetual challenges and tensions that have affected - and continue to affect - the way the court system is administered and how justice system goals, challenges and tensions affect the job performance of individual judges and court staff.

Recognizing and Overcoming 5 Dysfunctions of a Team

Representative from the AO –SDSD

Based on Patrick Lencioni's book *The Five Dysfunctions of a Team*, this presentation overviews the struggles confronted by today's organizations who wish to implement true teamwork in the workplace. It presents the interrelationship of five dysfunctions which hamper that effort, detailing characteristics of each and providing suggestions for overcoming them, including the role of a team's leadership in the process.

Riding the Waves to Success: How to Win Support for Your Ideas

Fran Toler – Federal Judicial Center

The big challenge in any organization is winning support for your ideas. Whether you are trying to convince your colleagues that your plan for the office holiday party is a winner or that your proposal for a new way to work together as a team, you won't get anywhere until you learn to deal with and overcome resistance. In this interactive session, you will learn about three kinds of resistance and what to do about each of them and you will leave with a plan to ensure that your next great idea is accepted enthusiastically and implemented as a howling success.

Technology in Training

Jim Buchanan – Federal Judicial Center

Representative from the AO –AO OHR

New hires, cross-training, CM/ECF training. Make your training programs more effective with technology. Show a broad range of technology used to develop training. Discuss how to decide which solution is best for your training need. Find out what it takes for courts with limited resources to take advantage of training products developed by other courts.

The Little Things – Civility in the Workplace

Representative from the AO –SDSD

This presentation compares the characteristics of a civil working environment with one which is not. It outlines what incivility is and how it impacts employees both physically and motivationally. The costs to a court of an uncivil environment are also discussed. Suggestions for dealing with rudeness, manipulation, backstabbing, false accusations, disrespect and other uncivil behaviors is covered.

Understanding Identity Theft and Prevention

Federal Bureau of Investigation,

A Law Enforcement Guide to Personal Data Security. Achieving the goal of safeguarding and providing personal data security, through the identification, prevention and early detection of compromises and thefts of sensitive identity and financial data.

Web 2.0 and the Courts

Andrea Henson-Armstrong – Federal Judicial Center

At the end of this fun and innovative seminar, you will understand how Web 2.0 and social media technologies are reshaping how we do things at home and at work. First, we will discuss the past, present & future IT solutions delivered by the Federal Judicial Center to the federal courts. Next, the excitement begins as we define various Web 2.0 terms such as wikis, blogs, RSS feeds, mashups and

social networking. We will explore various examples of Web 2.0 websites such as LinkedIn, Facebook, del.icio.us, Digg and Second Life so that we can understand, what, if any, impact will these technologies have on the courts. We will also discuss the benefits and risks associated with Web 2.0 technology.